

Texas Board of Pardons and Paroles

Report on Customer Service, May 2012

External Customers	The general public has been identified as the external customer of the Texas Board of Pardons and Paroles.		
Description of Services Offered	On behalf of the Texas Board of Pardons and Paroles (BPP), facilitates the provision of information to the public in response to specific inquiries regarding the agency, offenders, or staff. The office also provides resolution regarding written inquiries from families and friends of offenders. When necessary, investigations are coordinated through the appropriate BPP officials. (<i>Note: Confidentiality requirements can restrict some information from being released.</i>)		
Priority Populations of Customers	In an effort to manage the number of customers contacted and to limit the frequency and degree of customer information gathering, selection of a priority population was chosen as means to assess customer satisfaction for this survey. Because the surveys were to be distributed throughout the entire state of Texas, a decision was made to poll district attorneys, sheriffs, parole attorneys and offender advocate groups.		
Description of Information-Gathering Methods	The written survey method was used to gather information related to customer service satisfaction. In an effort to minimize some of the cost of our data gathering methods and maximize customer ease in providing responses, the survey was emailed to prospective respondents. Approximately 100% of the surveys were emailed to district attorneys, sheriffs, parole attorneys and offender advocate groups. The email/fax cover explained the purpose of the survey and asked recipients to complete and return the form via email or fax. Upon arrival at BPP's Board Central Office, all returned survey instruments were reviewed by the board administrator and entered into a PC database. Hardcopies of the surveys were filed in the office for future reference.		
Summary Description of Survey	The written survey instrument was patterned after a similar survey formulated by the University of Texas. The survey assessed customer satisfaction in the areas of facilities, staff, communications, internet site, and complaint handling process.		
Customer Groups Excluded	As directed by the Legislative Budget Board and Governor's Office of Budget, Planning and Policy, the following group of customers were excluded from the survey: BPP employees.		
Data Collection Time Frame	The survey instrument was sent to a random sampling of the prospective focus groups respondents on May 3, 2012. Due to brevity of the survey and to allow time for analysis, customers were asked to take a moment to complete the survey and return it by May 10, 2012. A reminder was distributed to those who had not responded on May 16, 2012.		
Number of Customers Surveyed	Surveys were distributed as follows: 14 surveys were emailed to District Attorneys. 15 surveys were emailed to Sheriffs. 120 surveys were emailed to Parole Attorneys. 2 surveys were emailed to offender advocate groups.		
	Surveyed customers that expressed overall satisfaction with services BPP provides		
	Surveyed customers that only partially completed the survey or felt the survey questions were not applicable		
	Surveyed customers (responses) that expressed dissatisfaction with some services offered by BPP		
Response Rates	The table below summarizes responses to BPP's customer service survey:		
Agency's Response to Assessment	In Response to this assessment, the areas representing margin for improvement spoke to: The customer not satisfied how complaints are handled by the Board (2 out of 36 customers) The Board has prominently displayed on the board's web site how to file a complaint and provides links to a large volume of information for all of our internal and external customers to access/information. The Board will contact the affected customers and address their specific concerns. Additionally, as part of the Board's upcoming Board Meeting, all stakeholders will be allowed to address any concerns they may have regarding any of the Board processes/recommendations for improvements.		

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Customer Related Performance Measures, May 2012

All Texas state agencies have been instructed to include standard measures (as developed by the LBB and GOBPP) as well as agency - specific performance measures related to customer service standards and customer satisfaction. Standard measures for fiscal year 2012 depict actual data based upon recent customer service survey. Agency - specific measures depict actual performance for the fiscal year 2012.

<i>Measure Type</i>	<i>Measure</i>	<i>FY 2010 Performance</i>	<i>Projected FY 2012 Performance</i>
Standard Outcome	Percentage of surveyed customer respondents expressing overall satisfaction with services received.	86%	85%
	Percentage of surveyed customer respondents identifying ways to improve service delivery	24%	7%
Standard Output	Number of customers surveyed	69	151
	Number of customers served	38	36
Standard Efficiency	Cost per customer surveyed	No fiscal impact (existing resources utilized)	No fiscal impact (existing resources utilized)
Standard Explanatory	Number of customers identified	The General Public	The General Public
	Number of customer groups inventoried	4 Priority Groups(District Attorneys, Sheriffs, Parole Attorneys, Advocate Groups)	4 Priority Groups(District Attorneys, Sheriffs, Parole Attorneys, Advocate Groups)
Agency-Specific Outcome	Average number of days to final responses	26	20
	Percent of inquiries involving life threatening issues	0	0
	Number of phone inquiries received	13974	239,027
	Number of mail inquiries received	12545	199,653
	Number of internet inquiries received	3870	3,180
	Number of meetings held with offender advocate groups	21	20